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Date: MAY 02 2005

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To: Michael B. Holmes

From: Michael Chan

Company: U.S. Patent & Trademark Office

Company: NCR Corporation, Law Department

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U.S. Serial No. 09/865,828

Group Art Unit: 2121

Attorney Docket No. 9230.00

Examiner: Michael B. Holmes

Attached herewith are the following items for the above-identified patent application:

- (1) a Fee Transmittal Sheet, in duplicate (2 sheets);
- (2) *if applicable*, a Request for Extension of Time, in duplicate (0 sheets); and
- (3) an Amendment which responds to the Office Action of February 9, 2005 (4 sheet(s)).

Respectfully submitted,

Michael Chan
Reg. No. 33,663

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence is being facsimile transmitted
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MAY 02 2005

Date

Shirley Doll

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 9230.00

In re application of: Nicholas Heard

MAY 02 2005

Serial No. 09/865,828

Filed: May 24, 2001

For: METHOD AND APPARATUS FOR DETERMINING ONE OR MORE
STATISTICAL ESTIMATORS OF CUSTOMER BEHAVIORMail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated as shown below:

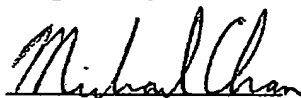
CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	4	-	22	0 X	\$ 50 =	\$ 0
Independent Claims	3	-	4	0 X	\$ 200 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 14 0225 of NCR Corporation (the assignee of the present application). A duplicate of this paper is enclosed.

Respectfully,

Michael Chan
Reg. No. 33,663

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 9230.00

In re application of: Nicholas Heard

MAY 02 2005

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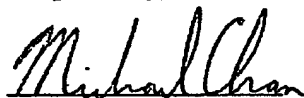
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Respectfully,

Michael Chan
Reg. No. 33,663

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 9230.00

Application of

MAY 02 2005

Nicholas Heard

Serial No. 09/865,828

Group Art Unit: 2121

Filed: May 24, 2001

Examiner: Michael B. Holmes

For: **METHOD AND APPARATUS FOR DETERMINING ONE OR MORE
STATISTICAL ESTIMATORS OF CUSTOMER**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.111

Sir:

In response to the Office Action dated February 9, 2005, please amend the above-named application as follows: